UNITED STATES PATENT AND TRADEMARK OFFICE

UNITED STATES DEPARTMENT OF COMMERCE
United States Patent and Trademark Office
Address: COMMISSIONER FOR PATENTS
P.O. Box 1450
Alexandria, Virginia 22313-1450
www.uspto.gov

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/477,991	01/05/2000	BRYCE A. JONES	1264	1039

28004   7590   10/27/2004

SPRINT
6391 SPRINT PARKWAY
KSOPHT0101-Z2100
OVERLAND PARK, KS 66251-2100

EXAMINER
BURGESS, BARBARA N

ART UNIT	PAPER NUMBER
2157	

DATE MAILED: 10/27/2004

Please find below and/or attached an Office communication concerning this application or proceeding.

-- *The MAILING DATE of this communication appears on the cover sheet with the correspondence address* --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE <u>3</u> MONTH(S) FROM
THE MAILING DATE OF THIS COMMUNICATION.
- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed
  after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
  Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any
  earned patent term adjustment. See 37 CFR 1.704(b).

Status

1)☒ Responsive to communication(s) filed on *13 July 2004*.

2a)☒ This action is **FINAL**.   2b)☐ This action is non-final.

3)☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is
closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4)☒ Claim(s) *1-2, 5-15, 18-28, 31-49, 52-69, 72-89, 92-108, 111-123, 126-138, 141-145* is/are pending in the
application.

    4a) Of the above claim(s) _____ is/are withdrawn from consideration.

5)☐ Claim(s) _____ is/are allowed.

6)☒ Claim(s) *1,2,5-15,18-28,31-49,52-69,72-89,92-108,111-123,126-138 and 141-145* is/are rejected.

7)☐ Claim(s) _____ is/are objected to.

8)☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9)☐ The specification is objected to by the Examiner.

10)☐ The drawing(s) filed on _____ is/are: a)☐ accepted or b)☐ objected to by the Examiner.

    Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

    Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).

11)☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12)☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

    a)☐ All   b)☐ Some * c)☐ None of:

        1.☐ Certified copies of the priority documents have been received.

        2.☐ Certified copies of the priority documents have been received in Application No. _____.

        3.☐ Copies of the certified copies of the priority documents have been received in this National Stage
application from the International Bureau (PCT Rule 17.2(a)).

    * See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1)☒ Notice of References Cited (PTO-892)

2)☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)

3)☐ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
    Paper No(s)/Mail Date _____.

4)☐ Interview Summary (PTO-413)
    Paper No(s)/Mail Date. _____ .

5)☐ Notice of Informal Patent Application (PTO-152)

6)☐ Other: _____.

DETAILED ACTION

This Office Action is in response to Amendment filed July 13, 2004. Claims 1-2, 5-15,

18-28, 31-49, 52-69, 72-89, 92-108, 111-123, 126-138, and 141-145 are presented for

further examination.

Claim Rejections - 35 USC § 102

1.   The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that

form the basis for the rejections under this section made in this Office action:

> A person shall be entitled to a patent unless –
>
> (e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

2.   Claims 1-2, 5-15, 18-28, 31-49, 52-69, 72-89, 92-108, 111-123, 126-138, and

141-145 are rejected under 35 U.S.C. 102(e) as being anticipated by Goss et al.

(hereinafter "Goss", 6,493,447 B1).

As per claims 1, 14, 27, Goss discloses a method, product, and server for

processing a web call comprising:

• Receiving a call request message for the web call (column 1, lines 62-64, column 2,

   lines 36-38, column 4, lines 17-19, 23-25, column 6, lines 16-18, column 8, lines 11-

   13, column 12, lines 56-58);

- Identifying a web call center resource in response to receiving the call request message, wherein identifying the web call center resource is based upon information stored in a cookie or based upon information stored in a digital certificate (column 2, lines 1-2, 36-38, 52-55, column 3, lines 50-55, column 4, lines 18-21, column 5, lines 65-67, column 6, lines 1-11, 27-40, 45-50, 62-65, column 7, lines 1-10, 16-17, 26-27, 56-57, column 12, lines 31-37, 43-50, 54-60, column 13, lines 7-9, 31-35);

- Generating and transmitting a routing instruction to route the web call to the web call center resource (column 2, lines 1-2, 36-38, 52-55, column 4, lines 18-21, column 6, lines 36-40, 45-47, 62-65, column 7, lines 1-5, 16-17, 26-27, 56-57, column 12, lines 57-59, column 13,lines 31-35).

As per claims 2, 15, 28, Goss discloses method, product, and server of claims 1, 14, and 27, wherein the call request message is a Get document request in Hyper Text Transfer Protocol (column 5, lines 5-10, column 6, lines 12-25, 34-40, column 7, lines 33-39, column 10, lines 60-65, column 12, lines 31-35, 60-64).

As per claims 5, 18, 31 Goss discloses the method, product, and server of claims 1, 14, and 27, wherein identifying web call center resource is further based upon caller-entered information (27-60).

As per claims 6, 19, 32, Goss discloses the method, product, and server of claims 1, 14, and 27, wherein identifying web call center resource is further based upon an

Internet Protocol address (column 6, lines 1-11, 45-50, 56-65, column 7, lines 19-25, 32-40).

As per claims 7, 20, 33, Goss discloses the method, product, and server of claims 1, 14, and 27, wherein identifying web call center resource is further based upon a domain name (column 6, lines 1-11, 45-50, 56-65, column 7, lines 19-25, 32-40).

As per claims 8, 21, 34, Goss discloses the method, product, and server of claims 1, 14, and 27, wherein identifying web call center resource is further based upon a time of day (column 7, lines 65-67, column 8, lines 1-3, 11-18, column 9, lines 30-40, column 13, lines 7-14).

As per claims 9, 22, 35, Goss discloses the method, product, and server of claims 1, 14, and 27, wherein identifying web call center resource is further based upon a day (column 7, lines 65-67, column 8, lines 1-3, 11-18, column 9, lines 30-40, column 13, lines 7-14).

As per claims 10, 23, 36, discloses the method, product, and server of claims 1, 14, and 27, Goss wherein identifying web call center resource is further based on the least busy agent (column 5, lines 41-44, column 7, lines 1-3).

As per claims 11, 24, 37, Goss discloses the method, product, and server of claims 1, 14, and 27, wherein identifying web call center resource is further based on the least congested route (column 5, lines 41-44, column 7, lines 1-3).

As per claims 12, 25, 38, Goss discloses the method, product, and server of claims 1, 14, and 27, wherein identifying web call center resource is further based on the class of service (column 7, lines 65-67, column 8, lines 1-3, 11-18, column 9, lines 30-40, column 13, lines 7-14).

As per claim 13, 26, 39, Goss discloses the method, product, and server of claims 1, 14, and 27, wherein identifying web call center resource is further based on the quality of service (column 7, lines 65-67, column 8, lines 1-3, 11-18, column 9, lines 30-40, column 13, lines 7-14).

As per claims 40, 61, 81, Goss discloses a method, product, and server of queuing a web call comprising:

- Receiving a call request message for the web call (column 1, lines 62-64, column 2, lines 36-38, column 4, lines 17-19, 23-25, column 6, lines 16-18, column 8, lines 11-13, column 12, lines 56-58);

- Determining whether any web call center resource is available to handle the web call in response to receiving the call request message, wherein determining whether any web call center resource is available based upon information stored in a cookie or

based upon information stored in a digital certificate (column 5, lines 40-45, 65-67,

column 6, lines 1-11, 27-33, 45-51, 61-65, column 7, lines 1-10, column 12, lines 32-

37, 43-50, 54-59, column 13, lines 7-10, 31-36);

- Transferring a web call indicator to a web call queue in response to the

  determination that all web call center resources are unavailable (column 1, lines 19-

  22, column 5, lines 1-3, column 7, lines 5-7, column 8, lines 15-18, column 9, lines

  14-20, column 10, lines 28-30, column 13, lines 40-57).

As per claims 41, 62, 82, discloses wherein the web call indicator comprises the call

request message (column 1, lines 62-64, column 2, lines 36-38, column 4, lines 17-19,

23-25, column 6, lines 16-18, column 8, lines 11-13, column 12, lines 56-58).

As per claims 42, 63, 83, discloses wherein the web call indicator comprises the web

call (column 1, lines 62-64, column 2, lines 36-38, column 4, lines 17-19, 23-25, column

6, lines 16-18, column 8, lines 11-13, column 12, lines 56-58).

As per claims 43-44, 64, 84, discloses further comprising arranging an order in the

web queue by priority (column 23, lines 6-67, column 24, lines 1-17).

As per claims 45, 65, 85, discloses wherein the priority comprises first in first out

(column 23, lines 6-67, column 24, lines 1-17).

As per claims 46, 66, 86, discloses wherein the priority comprises last in first out

As per claims 47, 67, 87, discloses wherein the priority comprises a priority level (column 23, lines 6-67, column 24, lines 1-17).

As per claims 48, 68, 88, Goss discloses:

- Identifying a web call center resource in response to the determination that the web call center resources is available (column 2, lines 1-2, 36-38, 52-55, column 4, lines 18-21, column 6, lines 36-40, 45-47, 62-65, column 7, lines 1-5, 16-17, 26-27, 56-57, column 12, lines 57-59, column 13, lines 31-35);

- Generating and transmitting a routing instruction to route the web call from the web queue to the web call center resource (column 2, lines 1-2, 36-38, 52-55, column 4, lines 18-21, column 6, lines 36-40, 45-47, 62-65, column 7, lines 1-5, 16-17, 26-27, 56-57, column 12, lines 57-59, column 13, lines 31-35).

As per claims 49, 69, 89, 108, 123, 138, Goss discloses method, product, and server of claims 40, 61, and 81, wherein the call request message is a Get document request in Hyper Text Transfer Protocol (column 5, lines 5-10, column 6, lines 12-25, 34-40, column 7, lines 33-39, column 10, lines 60-65, column 12, lines 31-35, 60-64).

As per claims 52, 72, 92, 111, 126, 141, Goss discloses the method, product, and server of claims 40, 61, and 81 wherein identifying web call center resource is further based upon caller-entered information (27-60).

As per claims 53, 73, 93, Goss discloses the method, product, and server of claims 40, 61, and 81, wherein identifying web call center resource is further based upon an Internet Protocol address (column 6, lines 1-11, 45-50, 56-65, column 7, lines 19-25, 32-40).

As per claims 54, 74, 94, Goss discloses the method, product, and server of claims 40, 61, and 81, wherein identifying web call center resource is further based upon a domain name (column 6, lines 1-11, 45-50, 56-65, column 7, lines 19-25, 32-40).

As per claims 55, 75, 95, Goss discloses the method, product, and server of claims 40, 61, and 81, wherein identifying web call center resource is further based upon a time of day (column 7, lines 65-67, column 8, lines 1-3, 11-18, column 9, lines 30-40, column 13, lines 7-14).

As per claims 56, 76, 96, Goss discloses the method, product, and server of claims 40, 61, and 81, wherein identifying web call center resource is further based upon a day (column 7, lines 65-67, column 8, lines 1-3, 11-18, column 9, lines 30-40, column 13, lines 7-14).

As per claims 57, 77, 97, Goss discloses the method, product, and server of claims 40, 61, and 81, wherein identifying web call center resource is further based on the least busy agent (column 5, lines 41-44, column 7, lines 1-3).

As per claims 58,78, 98, Goss discloses the method, product, and server of claims 40, 61, and 81, wherein identifying web call center resource is further based on the least congested route (column 5, lines 41-44, column 7, lines 1-3).

As per claims 59, 79, 99, Goss discloses the method, product, and server of claims 40, 61, and 81, wherein identifying web call center resource is further based on the class of service (column 7, lines 65-67, column 8, lines 1-3, 11-18, column 9, lines 30-40, column 13, lines 7-14).

As per claims 60, 80,100, Goss discloses the method, product, and server of claims 40, 61, and 81, wherein identifying web call center resource is further based on the quality of service (column 7, lines 65-67, column 8, lines 1-3, 11-18, column 9, lines 30-40, column 13, lines 7-14).

As per claims 101, 116, 131, Goss discloses a method, product, and server of providing a web service application to a web call comprising:

- Receiving a call request message for the web call (column 1, lines 62-64, column 2, lines 36-38, column 4, lines 17-19, 23-25, column 6, lines 16-18, column 8, lines 11-13, column 12, lines 56-58);

- Identifying the web service application for the web call in response to the call request message, wherein identifying the web service application is based upon information stored in a cookie or based upon information stored in a digital certificate (column 4, lines 37-48, column 5, lines 15-18, 65-67, column 6, lines 1-11, 14-20, 27-33, 45-51, 61-65, column 7, lines 1-10, 30-40, column 8, lines 56-63,column 12, lines 32-40, 44-65, column 13, lines 7-10, 31-36, column 16, lines 13-15, column 22, lines 36-38);

- Generating and transmitting an instruction to provide the web service application to the web call (column 2, lines 1-2, 36-38, 52-55, column 4, lines 18-21, column 6, lines 36-40, 45-47, 62-65, column 7, lines 1-5, 16-17, 26-27, 56-57, column 12, lines 57-59, column 13,lines 31-35).

As per claims 102, 117, 132, discloses wherein the web service application

comprises providing a message for the web call (column 1, lines 62-64, column 2, lines

36-38, column 4, lines 17-19, 23-25, column 6, lines 16-18, column 8, lines 11-13,

column 12, lines 56-58).

As per claims 103, 118, 133, discloses wherein the web service application

comprises an interactive application (column 4, lines 37-48, column 5, lines 15-18,

column 6, lines 14-20, column 7, lines 30-40, column 8, lines 56-63,column 12, lines 32-35, 38-40, 47-65, column 16, lines 13-15, column 22, lines 36-38).

As per claims 104, 119, 134, discloses wherein the interactive application comprises selecting a language preference (column 4, lines 37-48, column 5, lines 15-18, column 6, lines 14-20, column 7, lines 30-40, column 8, lines 56-63,column 12, lines 32-35, 38-40, 47-65, column 16, lines 13-15, column 22, lines 36-38).

As per claims 105, 120, 135, discloses wherein the interactive application comprises servicing a customer account (column 4, lines 37-48, column 5, lines 15-18, column 6, lines 14-20, column 7, lines 30-40, column 8, lines 56-63,column 12, lines 32-35, 38-40, 47-65, column 16, lines 13-15, column 22, lines 36-38).

As per claims 106, 121, 136, discloses wherein the interactive application comprises shopping (column 4, lines 37-48, column 5, lines 15-18, column 6, lines 14-20, column 7, lines 30-40, column 8, lines 56-63,column 12, lines 32-35, 38-40, 47-65, column 16, lines 13-15, column 22, lines 36-38).

As per claims 107, 122, 137, wherein the interactive application comprises providing product or service information (column 4, lines 37-48, column 5, lines 15-18, column 6, lines 14-20, column 7, lines 30-40, column 8, lines 56-63,column 12, lines 32-35, 38-40, 47-65, column 16, lines 13-15, column 22, lines 36-38).

As per claims 108, 123, 138, Goss discloses method, product, and server of claims 101, 116, 131, wherein the call request message is a Get document request in Hyper Text Transfer Protocol (column 5, lines 5-10, column 6, lines 12-25, 34-40, column 7, lines 33-39, column 10, lines 60-65, column 12, lines 31-35, 60-64).

As per claims 111, 126, 141, Goss discloses the method, product, and server of claims 101, 126, and 141 wherein identifying web call center resource is further based upon caller-entered information (27-60).

As per claims 112, 127, 142, Goss discloses the method, product, and server of claims 101, 126, and 141, wherein identifying web call center resource is further based upon an Internet Protocol address (column 6, lines 1-11, 45-50, 56-65, column 7, lines 19-25, 32-40).

As per claims 113, 128, 143, Goss discloses the method, product, and server of claims 101, 126, and 141, wherein identifying web call center resource is further based upon a domain name (column 6, lines 1-11, 45-50, 56-65, column 7, lines 19-25, 32-40).

As per claims 114, 129, 144, Goss discloses the method, product, and server of claims 101, 126, and 141, wherein identifying web call center resource is further based

upon a time of day (column 7, lines 65-67, column 8, lines 1-3, 11-18, column 9, lines 30-40, column 13, lines 7-14).

As per claims 115, 130, 145, Goss discloses the method, product, and server of claims 101, 126, and 141, wherein identifying web call center resource is further based upon a day (column 7, lines 65-67, column 8, lines 1-3, 11-18, column 9, lines 30-40, column 13, lines 7-14).

Response to Arguments

The Office notes the following arguments:

(a)   Goss does not disclose a cookie or digital certificate to identify a web call center resource, determine whether any web call center resource is available, or identify a web service application.

3.   Applicant's argument has been fully considered but is not persuasive.

In response to:

(a)   Goss explicitly discloses the Server maintaining a session with the customer's browser using cookies. This session includes the Web Server sending an HTML file that represents the site's homepage. Embedded in the file are applets that manage the call-back services and sessions with agents. Therefore, when the customer requests

contact with an agent, the Server uses the **information from the cookies (information**

from the session between the customer's browser and the Server are **stored in the**

cookies) to direct the request to a qualified agent. Goss states "the Web Server

maintains a session with the customer browser over the Internet using cookies or other

session maintenance technology. This way, when the customer submits a call-back

request, the Web Server can identify that customer for the purpose of matching the call-

back request to a qualified agent." Goss, without a doubt, discloses using a cookie or

digital certificate to identify a web call center resource, that resource being an agent

(column 5, lines 65-67, column 6, lines 1-11, 27-33, 45-51, 61-65, column 7, lines 1-10,

column 12, lines 31-37, 43-49, 55-59, column 13, lines 7-10, 31-36). Particularly, the

claim states "wherein identifying the web call center resource is based on **information**

stored in a cookie or based upon information stored in a digital certificate". Examples

of the information stored in the cookie are the customer's user id, password, name, call-

back telephone number, identifier, corporate business that the customer represent, etc.

This **information stored in the cookie** is used to pass the request to the appropriate

agent (column 6, lines 1-10, 19-40, 45-50).

Conclusion

4.   **THIS ACTION IS MADE FINAL.** Applicant is reminded of the extension of time

policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE

MONTHS from the mailing date of this action. In the event a first reply is filed within

TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the mailing date of this final action.

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Barbara N Burgess whose telephone number is (703) 305-3366. The examiner can normally be reached on M-F (8:00am-4:00pm).

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ario Etienne can be reached on (703) 308-7562. The fax phone numbers for the organization where this application or proceeding is assigned are (703) 872-9306 for regular communications and (703) 872-9306 for After Final communications.

Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the receptionist whose telephone number is (703) 305-3900.

Barbara N Burgess
Examiner
Art Unit 2157

***
October 18, 2004

SALEH NAJJAR
PRIMARY EXAMINER